



# IG Newsletter

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By SFC MARTHA McCLELAND

At one time or another we all have heard of the BOSS program (Better Opportunities for Single Soldiers) and its activities; however, many personnel are not aware of where the program originated, its components, and what AR 215-1, and DA Circular 608-97-1 say regarding an installation's role in support of BOSS. Please take a few minutes to read the following information it will give you a better understanding of the program.

**HISTORY.** In 1989, the U.S. Army Community and Family Support Center (USACFSC) and MACOMs (Major Army Command) were tasked to develop a program to get single soldiers involved in determining their recreation and leisure needs. Implementation of the BOSS program began with single soldiers' focus groups. In early workshops, quality of life issues emerged along with recreation and leisure needs and were presented to the local command as part of the workshop out-brief. In 1991, the Chief of Staff, U.S. Army, formally expanded the BOSS program to include all areas of single soldiers' lives. This change provided single soldiers with the opportunity to surface quality of life issues through the chain of command. During the evolution of the program, single soldiers indicated a desire to participate in activities related to community support: this interest was adopted as another component of the program.

At the 1995 Army-wide BOSS conference, attendees

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## MENTAL HEALTH REFERRAL

By SFC WARD MILLER

Commander, thinking about referring a soldier for a mental health evaluation? **STOP!** It is important that commanders first understand the requirements of DODD 6490.1, "Mental Health Evaluations of Members of the Armed Forces"; DODD 6490.4, "Requirements for Mental Health Evaluations of Members of the Armed Forces"; and Public Law, Section 546, 102-484, "National Defense Authorization Act for Fiscal Year 1993".

There are normally three ways that commanders refer soldiers for mental health evaluations. They are emergency evaluations, non-emergency evaluations, and non-emergency routine evaluations as required by DA regulations (e.g. AR 635-200 and AR 135-178).

**Emergency Referral.** When a commander makes a clear and reasoned judgment that the case constitutes an emergency, the commander's first priority must be to protect the service member from harm. The commander must make every effort to consult with either a mental healthcare provider (MHP) or a privileged healthcare provider (PHP) if a MHP is not readily available; **prior** to referring or sending a service member for an emergency mental health evaluation. If, due to the nature of the emergency the commander was unable to consult with the MHP or PHP, the commander will forward a memorandum (observation memorandum) documenting the circumstances and observations about the service member to the MHP. The Commander will, as soon as is practical, provide the service member with a "service member notification memorandum" and statement of rights (see below).

**Non-emergency Referral.** When a commander determines it is necessary to refer a service member for a mental health evaluation that is not a routine evaluation per AR 635-200 and AR 138-178, the commander will first consult with a MHP to discuss the service's member's actions and behavior. The commander will forward to the commanding officer of the Medical Treatment Facility or clinic, a memorandum (commanders request for routine non-emergency mental health evaluation) formally requesting a mental health evaluation. The commander **will** ensure that the service member is provided a written memorandum (service member notification) at least 2 business days before a routine referral for mental health. In both emergency and non-emergency referrals the service

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identified the lack of BOSS guidance and program standardization as one of the top five quality of life issues for single soldiers.

**PURPOSE.** The BOSS program supports the overall quality of life for single and unaccompanied soldiers. It also supports the chain of command by identifying Quality of Life (QOL) issues and concerns and by providing recommendations for QOL improvement. The BOSS program encourages and assists single soldiers in identifying and planning recreational and leisure activities. It provides an opportunity for single soldiers to participate in and contribute to their respective communities. The BOSS program is separate and distinct from the MACOM Single Soldiers Initiatives program or any similar program, in that the BOSS program provides an avenue for single soldiers to surface issues and take part in activities but does not set policy and other guidance on issues. The BOSS program is intended to enhance command authority, prerogative, and responsibility in maintaining standards of conduct, good order, and discipline, not to dilute.



#### COMPONENTS OF THE BOSS PROGRAM.

**1. Quality of Life.** For single soldiers, QOL includes those things that soldiers can directly or indirectly influence to enhance their morale, living environment, or personal growth and development. The QOL issue identified or raised during the BOSS meetings will be directed to the appropriated command or staff agency for resolution on the installation.

**2. Recreation and Leisure Activities.** Activities may be planned by the BOSS committee or by the BOSS committee working in conjunction with other Morale Welfare and Recreation (MWR) activities. Soldiers will assume a lead role in planning BOSS events. Events should be planned that meet the needs and desires of the single soldiers.

**3. Community Service.** The BOSS committee may elect to participate in community programs or projects that make a difference in the lives of others in the community and ultimately, in themselves. The service will be voluntary in nature and in accordance with the installation volunteer

program. The program can be implemented in support of existing or established volunteer programs or programs developed by the BOSS committee.

#### **ARMY GUIDANCE. AR 215-1, Morale, Welfare, and Recreation Activities and Nonappropriated Fund Instrumentalities, paragraph 8.20.c, (1) thru (3) states:**

A BOSS committee may be established at each installation to furnish input to the commander, who uses committee recommendations as the basis for improving single soldier MWR programs and enhancing the quality of life.

a. The Boss committee consists of single unaccompanied soldiers. Members selected will be approved and supported by the Installation Command Sergeant Major. They participate in a BOSS training program, should be able to attend meetings frequently, and are given an opportunity to brief the chain of command. Each committee develops its SOP.

b. In addition to recreation and other MWR issues, committees address all aspects of soldier life. Quality of life issues outside the purview of MWR are dealt with by the chain of command. The BOSS committee identifies issues and requests action to resolve them.

c. The installation BOSS program manager is an MWR professional. MWR issues are addressed by the program manager who assists the BOSS committee in directing all quality of life issues to the chain of command.

#### **Department of the Army Circular 608-97-1, chapter 2, paragraph 2-6 lists brigade, battalion, and unit commanders' responsibilities: The brigade, battalion, and unit commanders will -**

- a. Appoint, on additional duty orders a primary and alternate soldier as BOSS representatives.
- b. Develop a method for single soldiers to surface issues.
- c. Establish unit BOSS committees if appropriate.
- d. Establish time for single soldiers to attend meetings.
- e. Ensure single soldiers are informed about BOSS-related activities.



## Special Population Physical Fitness

By SFC JAMES JACKS

Special Population PT (SPPT) should be conducted in accordance with AR 350-41, Training in Units; AR 600-9, The Army Weight Control Program; FM 21-20, Physical Fitness Training; and Command Policy Memorandum #7, Physical Training.

The Commander should use a MFT to help design a program for the profile personnel and the overweight and PT failures that are in his/her unit. The program should be designed to help the soldier maintain or improve their level of fitness. Each soldier that is in SPPT should have a program designed to **help** them overcome their profile or PT failure and to help soldiers on the overweight program by diet and nutritional counseling, not just more PT. With a well-designed program soldiers will be challenged, not just going through the motions.

The profile soldier should have a Form 3349; and the 1SG or Commander should consult with the soldier's doctor to find out what the soldier can do, **not** just do what the Chain-of-Command wants the soldier to do. The Chain of Command should become familiar with their unit PA/Doctor. Knowing the PA/Doctor will help the Chain of Command not to violate the soldiers' profiles. If you have any questions about the profile call the PA/Doctor. It is better to ask questions before you do something wrong. If you are having a hard time understanding what the profile states or what the Doctor has put down on the profile, again contact that Doctor. Throughout the recovery period process don't forget that the soldier is hurt, and the soldier is still part of the unit. The soldier did work for you before being injured and the soldier was included then, so keep the soldier included now. This could help the soldier to feel better and help their recovery rather than feeling left out.

Soldiers who do not meet the screening weight should be checked for medical conditions that cause overweight before being put on the overweight program. They should see a nutritionist for help in losing the weight. The soldier should also do PT, **but** more PT does not equal weight loss. More PT builds more muscle mass, which can mean more weight. This is where an MFT can help the soldier to get motivated and teach the soldier better eating habits. Again get to know your PA/Doctor/Nutritionist.

PT failures should work on the whole body, not just on what event they failed. When soldiers work on **just** what they failed the other parts of their body can suffer. Again, this is where a MFT can help the soldier by designing a program that works the whole-body concept. It also takes the soldier to have some initiative to do more physical training on their own. The Army PT may not be enough for the soldier.

Before the soldier starts a program, get with a MFT or go to the Bayou Classic and talk to one of the trainers there to help design a program that will help the soldier to get in better physical shape.

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## (MENTAL HEALTH REFERRAL - Con't)

member will be provided with a "service member notification memorandum". It will include, at a minimum:

- a. A brief factual description of the behavior or verbal communications that led the commander to refer the service member.
- b. The name of the MHP provider with whom the commander consulted before making the referral (if consultation with a MHP was not possible, this memorandum will state the reasons why).
- c. The notification of the Service's Member's Statement of Rights (DODD 6490.1/4 outlines these rights).
- d. Date, time, and place the mental health evaluation is scheduled.

Samples of these notifications are included in the DoDI 6490.4 (<http://web7.whs.osd.mil/corres.htm>).



## DISCLAIMER:

The Secretary of the Army has determined that the publication of this periodical is necessary in the transaction of the public business as required by law of the Department. The views and opinions expressed in this newsletter are not necessarily those of the Department of the Army or of the command, but wherever possible, are supported by referenced Army regulations, policies or procedures.

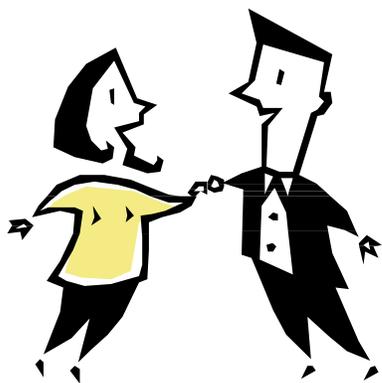
## Reprisals

By SFC Tommy Edwards

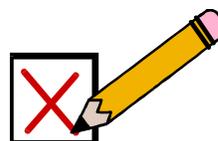
How is it determined which actions constitute an act of reprisal? There are four factors that must be met for an action to be considered as reprisal.

- (1) Did the military member make or prepare a communication protected by statute?
- (2) Was an unfavorable personnel action taken or threatened, or was a favorable action withheld or threatened to be withheld following the protected communication?
- (3) Did the official(s) responsible for taking, withholding, or threatening the personnel action know about the protected communication?
- (4) Does the evidence establish that the personnel action would have been taken, withheld, or threatened if the protected communication had not been made?

It is unlawful for Department of the Army personnel to take acts of reprisal against any soldier for filing a complaint of discrimination or sexual harassment (See DoD Directive 7050.6). No person shall restrict a member of the Armed Services from making a protected communication with a member of Congress; an Inspector General; a member of a DoD audit, inspection, investigation or law enforcement organization; or any other person or organization (including any person in the chain of command) designated under AR 600-20 or other administrative procedures, to receive such communication.



Soldiers shall be free from reprisal for making or preparing a protected communication. No employee or soldier may take or threaten to take an unfavorable personnel action, or to withhold or threaten to withhold a favorable personnel action, in reprisal against any soldier for making or preparing a protected communication.



The chain of command shall ensure complainants are protected from reprisal or retaliation for filing equal opportunity complaints. Should soldiers be threatened with such an act, or should an act of reprisal occur, they must report these circumstances to the DoD Inspector General. If the allegation of reprisal is made known to any agency authorized to receive complaints, the agency should refer the complaint to the DoD Inspector General. It is strongly encouraged to simultaneously report such threats or acts of reprisal to the appropriate chain of command. The DoD IG Hotline may be used to report threats or acts of reprisal.

A substantiated case of reprisal against a military member is punishable under Article 92 of the Uniform Code of Military Justice, "Failure to Obey Order or Regulation." A substantiated case of reprisal against a civilian employee is punishable under DoD regulations governing disciplinary or adverse actions.

## THE ARMY'S COMMAND CLIMATE SURVEY

By SFC Matt Weegens

The unit command climate survey is designed to assist commanders in assessing and improving specific areas within their units. These areas can range from leadership and physical fitness to maintenance and equal opportunity. On 1 March 1998, administration of the command climate survey became a mandatory requirement for Company/Troop commanders (IAW 600-69). Commanders are required to administer the survey within 90 days of assuming command. Commanders are not limited to administering the survey once a year, but may utilize the process as often as they deem necessary. Commanders at the battalion/squadron levels can also use the command climate survey on a voluntary basis.



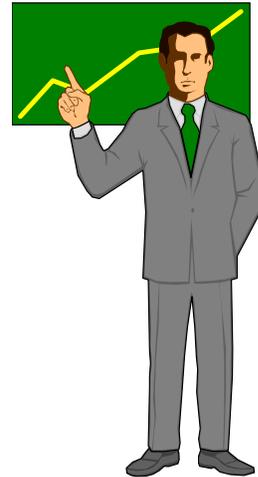
The Army Research Institute recently developed an automated computer program to administer the command climate survey. This gives unit commanders more flexibility, by allowing them to develop questions that are unit specific. The survey can be administered on any computer, and it takes only a 10-15 minutes per soldier to complete. The survey consists of 24 standard multiple choice questions and 2 fill in the blanks. Commanders have the option to develop and add up to 7 additional multiple choice and 3 additional fill in the blank questions. If administered properly, the program ensures confidentiality. For the survey to be accurate, the entire unit must participate.

The program was designed with the intent of making the process easier for commanders to conduct the survey as well as analyze the data. Commanders get a perception of how the soldiers feel in regards to the command climate of their unit. Commanders, in turn, gain some very valuable information. Commanders can use the information in the development of action plans, when discussing issues that concern soldiers, and for additional data gathering if required.

Company commanders can contact the Fort Polk Inspector General's Office and request assistance with planning and conducting the automated command climate

survey. The commander will be required to complete a basic memorandum for the IG office prior to the session, which provides the IG office with information necessary for planning.

The command climate survey is the commander's tool for assessing the unit in a number of areas. The results of the climate survey are used by the commander to improve the unit and never as a means of comparing units. This program is no longer optional and is supported by the Commanding General. The documentation needed for the program is available via the internet @ <http://www.odsper.army.mil>, (click thru, "INFORMATION INDEX", "HUMAN RESOURCES", to "COMMAND CLIMATE SURVEY"). If you have additional questions, please contact SFC Weegens at 531-2100/7878.



## IG Records

By Mrs. Nancy Mantooth

What happens after "And they lived happily ever after"? More specifically, what happens after the IG completes an investigation/inquiry/look at an individual or organization? It depends.

The Fort Polk IG works several levels of investigations. Actually, what we work normally aren't investigations according to the technical definition, but we have to call them something. An investigation is a fact-finding examination into allegations, issues, or adverse conditions to provide the directing authority (CG) a sound basis for decisions and actions. An inquiry is an informal fact-finding process to gather information to respond to a request for assistance or to resolve allegations or issues.

When a soldier, civilian, or family member comes to the IG Office for help, we do a very abbreviated inquiry to determine the facts of the case and provide assistance. These cases are maintained on a Fort Polk Form 3013 and filed in the IG office for 3 years before being destroyed. In the case of more detailed and time-consuming inquiries, an Inspector General Assistance Request (IGAR - DA Form 1559) is initiated. This is an electronic file maintained by the Office of The Inspector General in Washington, DC for 30 years.



Occasionally, people do not come for assistance, but instead to present an allegation against someone for a specific action. After an initial review, the IG may determine that an inquiry or investigation is needed. This type of inquiry/investigation, directed in writing by the CG, initiates an IGAR. Again, it is maintained in Washington, DC for 30 years.

When a person contacts the DoD IG directly to present a complaint, the issue is passed to the Fort Polk IG when it is determined that we are the best IG to investigate a case. These are called Hotline cases and are investigated or inquired into the same as cases brought directly to the office. Same thing - IGAR maintained for 30 years.

The big **WHY** many of you feel hanging over your heads is coming now. All field grade officers who are selected by a board undergo a by-name review of IG records. Any substantiated allegation against a person selected for promotion or schooling must be evaluated before the final list is published (now you know what takes so long). Maintaining records for 30 years ensures that anything an IG substantiates during an individual's career will be available for review. More recently, individuals selected for Drill Sergeant also undergo a by name review.

Does this mean leaders must live in fear of an IG complaint? Only if they're doing something wrong. The IG motto can easily be co-opted by right-acting leaders "Be Right and Go Forward".

## The Management Control Plan

By MAJ Michael Simpson & Mr. Robert Ammons

The Management Control Process (governed by AR 11-2) is the Army's system by which it carries out requirements of the Federal Managers Financial Integrity Act and DOD Directive 5010.38. The Directive says that the Army will establish and/or continue effective management controls and will report to the President and Congress (through FORSCOM/DA/DOD) annually on the effectiveness of these controls.

Army Regulation 11-2 says that the Army's Management Control Process (MCP) will establish management controls to provide reasonable assurance that obligations and costs are in compliance with applicable laws. Also, it will ensure funds, property, and other assets are safeguarded against waste, loss, unauthorized use, or misappropriation. The MCP is designed to enhance the design and use of management controls to provide reasonable assurance that certain revenues and expenditures are properly recorded and accounted for; and programs are efficiently and effectively carried out according to the applicable law and management policy.

Sounds complicated, doesn't it? Well if you read the regulation and do some homework, it's not really that difficult to understand. As a matter of fact, it's what we are supposed to be doing already; safeguarding assets against waste. Still too complicated? Let me try to break it down into simpler concepts.

As mentioned earlier, AR 11-2 prescribes policies and responsibilities for the Army's MCP. The provisions of the regulation apply to all Army organizations and programs. This means that just about every soldier is affected by or has an effect on some part of the MCP. For instance, Supply Sergeants who properly account for expendables and Approving Officials who review credit card statements are a part of the management control process. The Management Control Administrators Handbook says that management controls include such things as organizational structure, designating specific responsibilities, certifications and reconciliations, separation of duties, recurring reports and management reviews, supervisory monitoring, locks and fences, and many other systems which are used by managers to ensure subordinates are safeguarding assets. Now that we understand who effects the MCP lets look at who has to report on the effectiveness of these management controls.

IAW AR 11-2, 2-1 (e) "Reporting organizations {Fort Polk} will be segmented into assessable units consisting of subordinate organizations headed by senior managers...at Army garrison level, assessable units may be headed by the senior functional managers. Reporting organizations will identify these assessable units..." On Fort Polk this means that the assessable units are generally headed by Directors and Brigade-level Commanders (called Assessable Unit Managers-AUMs).

There is only annual reporting requirement for AUMs. This requirement consists of the annual statement of reasonable assurance and may require a formal evaluation of key management controls. There is an annual determination of reasonable assurance and there is a formal evaluation of key management controls.

The annual statement of reasonable assurance is completed yearly, no kidding. AR 11-2, 2.2.c "at each level, the annual statement of reasonable assurance is a management judgment, based on all available information, on whether management controls are operating as intended." Reasonable assurance is "a subjective management judgment" AR 11-2, 2.2.b. However, the subjectivity of this judgment can be reduced by considering inspections, audits, staff assistance visits, supporting annual statements from subordinate commanders, etc., to make a reasonable determination on whether or not management controls are operating as intended. Once that's done the AUM submits a standard memo to the post Management Control Administrator (MCA) who rolls them up into a memo that goes to DA.

Any AUM whose area of responsibility includes an area that requires evaluation of one or more of the identified key management controls is required to perform a formal evaluation of each key management control in his or her area. Here on Fort Polk there are about 15 separate and distinct areas that have been identified by the MCA (from guidance sent down from DA) as being key management controls. AR 11-2, 2.4.a says this "evaluation must be based on the actual testing of these keys management controls, using one of several approaches: direct observation, file/document analysis, sampling, or simulation. This evaluation of key management controls must make a specific determination of their effectiveness...this evaluation must be supported by documentation {DA Form 11-2-R} that clearly indicates who conducted the evaluation and when, what methods were used to test the key controls, what management control deficiencies (if any) were detected, and what corrective actions were taken." IAW AR 11-2, 2.4.b "formal management control evaluations of key management controls must be conducted at least once every 5 years."

"Management controls exist in every program, function and process. They are fundamental to mission accomplishment, i.e., to getting the job done right. They are embedded in the statutes and policy directives that govern the areas we work in, and in the detailed procedures we develop to guide our operations. In many instances, they are nothing more than using good "common sense" and the results of practical experience. The vast majority of management problems that we deal with on a daily basis, and the vast majority of the audit and inspection findings have, at their root, a management control failure of some kind. Ensuring that our management controls work right is nothing more than simply doing our jobs. Every commander and manager has a vested interest in effective management controls" Management Control Administrators Handbook, page B-2.

